

San Bernardino County Sheriff's Department Regional Training Center

Dispatchers Role in a Critical Incident

*Advanced Officer Training
"Beyond the Basic"*

SAN BERNARDINO COUNTY SHERIFF

- SBSB fees: \$30.00
- No cash or credit cards.
- Agency checks, cashiers checks or money orders only.
- Do NOT mail any payments.
- POST CCN: 2330-30941-09xxx
- POST Plan: IV –
(Non-reimbursable fee)

REGISTRATION
(909) 473-2695

- **Dates and Fees are Subject to Change**
- **PREREQUISITE: MUST BE CURRENTLY EMPLOYED BY A LAW ENFORCEMENT AGENCY**



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Phone:

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909.473.2621

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2010 Dates: July 14th



Course Description:

THIS COURSE IS DEVOTED TO THE EXPERIENCED DISPATCHER'S ROLE IN CRITICAL INCIDENTS AND OFFICER SURVIVAL. IT WILL PROVIDE THE STUDENTS WITH SOME NEW IDEAS AND APPROACHES NOT ONLY TO THE CRITICAL INCIDENT BUT EVERYDAY INCIDENTS. EXPERIENTIAL LEARNING METHODOLOGIES UTILIZING ROLEPLAYING AND HIGH TECHNOLOGY SIMULATION ARE UTILIZED TO ENHANCE THE LEARNING. THIS COURSE WILL PREPARE DISPATCHERS TO HANDLE "HIGH RISK, LOW OCCURRENCE" EVENTS AS WELL AS INCREASES THEIR CAPABILITIES IN HANDLING ROUTINE EVENTS THAT ESCALATE TO A CRITICAL INCIDENT.

Topics Covered:

- Communications Under Stress
- Physical Disablers and Psychological Wellness
- Radio Procedures

Who Should Attend:

- Dispatchers
- Radio & Call-Takers
- Reserves

DAY(S)/DATE(S): Wednesday, July 14th, 2010
TIME(S): 0800 to 1700 Hours

CASUAL BUSINESS ATTIRE STRICTLY ENFORCED-NO SHORTS, TANKS, SANDALS, ETC.